Search Notes



Application/Control	No.
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Applicant(s)/Patent under Reexamination

09/783,197

Examiner

MCSHERRY, JAMES

Art Unit

Scott L. Jarrett

3623

SEARCHED					
Class	Subclass	Date	Examiner		
705	8,10	10/26/2004	SJ		
379	265	10/26/2004	SJ		
	:				

INTERFERENCE SEARCHED					
Class	Subclass	Date	Examiner		

	SEARCH NOTES (INCLUDING SEARCH STRATEGY)			
	DATE	EXMR		
EAST: Keyword: call center, crm, customer relationship management, workplace services, workplace, mcsherry, sales force autom	10/26/2004	SJ		
EAST Keyword: siebel, help desk, helpline, customer support	10/26/2004	sJ		
Dialog: MchSherry, marketplace resource office, customer relationship management, crm, horizontal exchages,	10/28/2004	sJ		
ProQuest Keyword: call center, knowledge management, customer relationship management, american express small business netwok	10/28/2004	sJ		
ACM.org Keyword: call center, crm, sfa, portal, marketplace	10/26/2004	SJ		
PALM: McSherry, Workplace Helpline	10/26/2004	SJ		
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